



# INTEGRATED STATEWIDE INFORMATION SYSTEM TRAVEL MANAGEMENT SYSTEM (TMS) TECHNICAL SUPPORT AGREEMENT

It is the mission of OIS to support all ISIS software. However, when ISIS software, such as the Travel Management System (TMS), runs on an agency's PC and/or local network, it is the responsibility of each agency to provide support for its own technical environment.

ISIS software that resides on an agency's PC and/or local network is affected by the agency's in-house computer environment. Since each agency is unique and has its own technical environment, it is beyond the scope of OIS to have the in-depth knowledge of every agency's infrastructure to provide troubleshooting for all environments.

The agency agrees to designate a technical support administrator who will become familiar with the TMS software, especially the interrelationships between TMS, the network environment, the printer, and the PC. The agency's users of TMS will report any problems with TMS to the agency's technical support administrator. If the agency's technical support administrator is unable to resolve the problem, OIS will provide the assistance needed to identify the source of the problem.

If the agency's technical support administrator and the OIS support staff determine that the problem is a flaw in the TMS software, OIS will arrange with the vendor to correct the problem. If the problem is a network problem, the agency's technical support administrator and the OIS support staff will determine whether the problem is on the DOA side of the interface or on the agency's network. If the problem is on the DOA side of the interface, OIS will ensure that the problem is resolved. If the problem is in the agency's network or software, the agency's support administrator will be responsible for ensuring that the problem is resolved. The agency may contract directly with the vendor or other outside consulting services to provide technical support for running TMS on the agency's network.

---

The department/facility agrees to designate a technical support administrator to become familiar and assist in supporting ISIS desktop application software as stated above.

**Department/Facility Name** \_\_\_\_\_

**Agency Number(s)** \_\_\_\_\_

**Name of TMS Technical Support Adm./  
Independent Contractor** (Please Print) \_\_\_\_\_

**Undersecretary/Facility Administrator  
Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## TMS Technical Support Administrator/Independent Contractor Contact Information

**Mailing Address** (Please Print) \_\_\_\_\_

**E-mail Address** \_\_\_\_\_

**Telephone No.** \_\_\_\_\_ **FAX No.** \_\_\_\_\_

---

As TMS Technical Support Administrator, I agree to provide the level of support as shown above.

**TMS Technical Support Administrator  
Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

---